

# 60 SECONDS WITH AN ENTREPRENEUR...

## DIANE DRUMMOND

**Role:** Managing Director

**Company Name:** B-DACS Ltd

**Sector:** Construction

**Founded:** 2003

**Base:** Glasgow

**Purpose:** Install, service and maintain air conditioning and ventilation systems



**Tell us a bit about your business?** B-DACS installs, services, and maintains Air Conditioning and Ventilation systems in Scotland. We were established in 2003 by our founder Brian Drummond. We have built a large client portfolio over the past 20 years and we employ local people. We are passionate about the customer experience and we aim to be the best employer in our sector.

**How did you come up with your business idea?** Brian was made redundant in 2003 and decided to start his own business. With one project to deliver on incorporation of the business it has grown from there.

**How did you come up with your business name?** This is simple - its short for Brian Drummond Air Conditioning Services. Our dogs are Bella and Daisy so really it could be any of the two.

**What's been your biggest challenge to date?** The biggest challenge is managing the work volume with staff availability. We want to ensure that work-life balance is a priority for our employees, but the customer also needs to get a great experience of dealing with us.

**How has SE (or any other support organisation in the Scottish ecosystem) helped you on your journey?** I was fortunate to be chosen for the Unlocking Ambition third cohort and this was so valuable to me. This led to being account managed and having a dedicated SE advisor, which makes sure we have support when we need it.

**What's been the highlight of the last year for you?** Last year we turned over the most amount of money to date and still make a great profit.

**What's your favourite thing about being an entrepreneur?** I love the diversity of each day; I love solving the customers problems and I love helping our employees reach their personal goals in life.

**What's the best thing about being an entrepreneur in Scotland?** Being Scottish and owning a business gives a real sense of pride. The Scottish business community feels like a real family and any entrepreneur I have met is willing to help and offer support when needed. This is so powerful as you don't feel alone.

**What's the best piece of advice you ever received?** Trust your gut, its so powerful.

**What advice do you wish you hadn't listened to?** You'll never do this – I lost my confidence and laid low for a while. I bounced back by immersing myself in positivity and found a new level of confidence.

**What has been your proudest achievement since starting your businesses?** Employing 30 people. I still feel a massive sense of achievement.

**Is there anything on your business bucket list?** Yes, we have our own training academy and I want to see more of our employees completing the course and gaining a qualification. I would like to see this being offered to other businesses to help with the skills shortage in the industry.

**Who's been your biggest supporter?** My husband and children. I work with Brian and our daughter Linzi every day and I couldn't be on this journey without them.

**How do you care for each other's wellbeing at work?** We have a 10am stand up every morning in the office to check in with our office team. We have an open office culture, and anyone can check in at any time. We do regular off-sites with the whole team and we have supportive culture, which is demonstrated in our staff engagement results.

**How do you start your day?** I take an hour or two at home in the morning before going into the office. I take my time getting ready for work and have a little time doing e-mails at home. I don't rush as its important I have "think time" before a busy day ahead.

**What do you do for fun after a busy week?** Our two Grandsons Harris, 5 and Theo, 2 are our life, and we want to ensure they have the best we can offer. I love spending time with these two little humans as they are fun to be around as their innocence in life just takes away any hang ups you have. I am also part of the NSPCC charity committee and spend a lot of my free time fundraising. This I enjoy as I know I am helping vulnerable children.

**What's the best business book you've read?** There are two – "The Secret", which I still read and "Feel the Fear and Do It Anyway". Both books have made a massive impact on how I see and deal with situations.

**Any office pets?** Yes two little chihuahua's Daisy, 14 and Bella, 11. They come to the office every day and our staff love them.

**What's your best tip for achieving a good work/life balance?** You need time away from work, sometimes the biggest challenges are solved when you are not in the day to day. Taking time for self-care is important too.

**What would you say is the secret to success?** I think just being a good person and doing the right thing. Leading by example might sound a little cliched but this works. Being real and honest with yourself and making sure that what you say is backed up by your behaviour. Knowing your strengths and trusting when things aren't right you fix them.

**What's your big dream?** To be known in our sector for delivering the best experience to our clients and being the best employer.

**How would you like to be remembered?** I'd like to be remembered as being fair, honest, positive and being an all round good human. A great wife, Mum and Gaga to our boys.

**Where can we find out more about your business?** [www.bdacs.com](http://www.bdacs.com) / @BDACSAirCon